Centers for Disease Control and Prevention (CDC
Mainframe Data Center Operations
Past Performance Questionnaire

Please complete this past performance Questionnaire and fax or email your response to the Centers for Disease Control and Prevention, Procuement and Grants Office (PGO) on or before (date).

      Centers for Disease Control, PGO
      ATTN: Deborah S. Fallick
      2920 Brandywine Road, Suite 3000
      Atlanta, GA   30341

The fax number is (770)488-2670. Please call Deborah Fallick at (770) 488-2602 if you have questions.
The email address is dsf2@cdc.gov

Contractor: _____

The above contractor is submitting a proposal to provide Information Systems Development in response to solicitation number 2000-N-00120. This contractor has identified your contract listed below as containing like or similar services as required under our RFP. Past Performance is of considerable importance to this acquisition. Therefore, input from current or previous customers of the offeror is extremely important.

Contract Information:

a. Program Name: _____
b. Contract Number:_____
c. Contract Type: _____
d. Period of Performance:_____
e. Dollar Value:_____
f. Contract Description:_____

TO BE COMPLETED BY REFERENCE

1. Name of person completing this questionnaire_____

2. Signature of person completing this questionnaire_____

3. Your role with respect to the contractor (e.g., Contracting Officer/Contract Manager, COR/COTR, Program Manager, etc.)_____

4. Length of time in the role (in years and months)_____

5. Agency/Company_____

6. Telephone with area code _____

7. Fax Number with area code_____

8. Date questionnaire completed_____

Area of Support covered Under the Contract: (Check all that apply)
__ Systems Development (planning, developing, operating, and supporting information systems)
__ Systems Integration (integrating legacy systems or developing systems or products such as middleware).
__ Data Management (developing systems to automate collection of data from diverse sources, developing data standards, data warehouses, etc.)
__ Infrastructure Support (planning, operating, and supporting IT infrastructure such as database, application, messaging, file, and print servers, etc.)
__ Other_____
_____

Please answer each of the following questions based on the ratings below. For each of the following questions, provide a rating of:

Excellent: Performance consistently exceeds contract requirements, customer expectations and provides significant, unique or worthwhile features or benefits.

Good: Performance meets and occasionally exceeds contract requirements and customer expectations. Demonstrated an understanding of the requirements, provided an acceptable management and technical approach and provided complete responses to customer needs.

Satisfactory: Meets the performance level of the contract.

Marginal: Usually meets the contract performance level, however at a marginal level, performance could have been improved and occasionally fell short of customer expectations.

Unsatisfactory: Performance did not meet customer expectations or contract requirements.

Please provide narrative explanations for any marginal or unsatisfactory ratings. Space for your narrative remarks is provided on the last page of the questionnaire. If more space is needed, use the back of the questionnaire. Please circle (or underline for e-mail responses) your rating or state N/A if you are unable to provide a rating for an area.

A. **MANAGEMENT**

1. How effective was the Contractor in assuming duties during the phase-in/transition period?

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

2. How would you rate the Contractor's labor force in terms of overall qualifications to perform the work required?.

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

3. Evaluate the Contractor's effectiveness in recruiting fully trained and skilled personnel and filling vacancies in the contractually allotted time.

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

4. How effective was the Contractor in managing all phases of multi-tasks or projects?

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

5. How responsive and reasonable was the Contractor with regard to negotiating changes and modifications?

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

6. Evaluate the Contractor's cost reporting and estimating system.

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

7. What is the responsiveness and quality of Contractor reports and documentation?

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

8. How would you rate the Contractor in assuming total responsibility for a task or project?

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

9. How competent were key personnel?

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

10. How cooperative were key personnel with Government/company personnel?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

11. How supportive was corporate management to the Government /company personnel?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

12. How effective was the Contractor in assuming duties during the phase-out period?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

13. Has any major contract requirement been terminated or rescheduled as a result of the Contractor's inability to perform?   Yes or No   (If yes, please explain.)

B. TECHNICAL EXPERTISE

1. Evaluate the Contractor's performance in providing technical solutions for work requirements which arose unexpectedly during the course of ongoing work.

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

2. How creative was the Contractor in providing technical solutions for problems that arose?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

3. How would you rate the Contractor's expertise in the area of Information Systems and Programming Support?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

4. How would you rate the Contractor's overall technical performance and technical expertise?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

5. To what degree of effectiveness was the Contractor able to demonstrate the ability to hear, communicate, understand, track and identify users problems?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

C. SUBCONTRACTING AND/OR TEAMING ARRANGEMENTS SUPPORT CAPABILITY

1. Overall how would you rate subcontractor/teaming support?

| Excellent | Good | Satisfactory | Marginal | Unsatisfactory |

2. How well did the Contractor exercise coordinating, integrating, and managing control over the subcontractors?

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

3. Was the Contractor willing to add subcontractors during the course of the contract who had expertise in the needed discipline unavailable from current team members?   Yes or No

If yes, evaluate whether that was accomplished in a timely manner so as not to negatively impact the ongoing accomplishment of the work being done.

Excellent   Good   Satisfactory   Marginal   Unsatisfactory

D. Is there anyone to whom you recommend we send this survey? If so, plese provide their name, organization and telephone number.

      Name:_____
      Organization:_____
      Telephone Number:

E. Would you recommend award of a similar contract to this Contractor? If no, please explain.

Yes or No

F. <u>COMMENTS OR REMARKS</u>

_____
_____
_____
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_____
_____
_____
_____
_____

THANK YOU FOR COMPLETING AND PROMPTLY RETURNING THIS QUESTIONNAIRE.